

Customer Bulletin

Simply Better Service

New Faces & New Structure Reflect New Direction

by Frank Gray, General Manager

This edition of our quarterly customer bulletin includes some graphics that reflect recent organizational changes to the current planning division; changes based on the departmental goal of providing the best service possible to all our customers/clients – which includes residents, institutions, and the business community. Our specific objectives are straight forward – Consistent, dependable, and value-added service.

In order to meet these objectives, we are making it a priority to attain and maintain staffing to the levels authorized by the city budget. Not unlike other Valley cities, we have faced some challenges in filling planner positions. Valley cities that are experiencing a lot of growth are continuously recruiting for additional planning staff and coupled with private sector competition and increasing housing costs, we have expended significant efforts in filling vacant positions in a timely manner.

In addition to maintaining optimum staffing levels, we have reorganized the Current Planning division to more effectively serve three primary geographic areas within the city. As you will see in

In This Bulletin:

- Staffing Changes & Bios
- Current Planning Org Chart
- Service Enhancements
- Online Resources
- Process Updates

the bulletin, we now have three Principal Planners who oversee three different staff teams – one focuses on north Scottsdale, another focuses on central Scottsdale and a third team focuses on south Scottsdale. We recognize there are significant distinctions between each of these geographic areas; this restructuring will enable us to be more closely aligned with current issues and policies that reflect community desires in each of these areas.

In the months and years ahead, the Current Planning division will also be focusing its energies on updating the city's Zoning Ordinance, which was originally adopted in the mid-80's and needs to be modified to reflect the issues and

growth patterns of the 21st century. Anyone who is familiar with ordinance updates will understand that these types of comprehensive updates require a significant amount of research, analysis and community involvement before adoption. While this process is time consuming and in some ways tedious, we are confident that the changes will ensure greater clarity in addressing land use issues and greater understanding of the city's development standards.



We welcome your input as part of our ongoing commitment to meeting customer needs and proactively addressing community expectations.

Frank Gray,
General Manager,
Planning & Development
Services Department

Digital Plan Submittal Keeps on Growing

City looking to expand popular program

Customers are discovering the benefits of Scottsdale's leading-edge Digital Submittal Program.

Saving applicants time and money, Digital Submittal is a convenient way to get plans approved; it allows customers to complete the Plan Review process without stepping foot in city offices.

One customer swore that she would never submit paper plans again.

Beginning in March of 2005, the city began accepting digital submittals for Tenant Improvement plans; last July we opened the doors for Single-Family.

Staff is looking to expand this program to include fire sprinklers, plats, and maps of dedication -- look for more information in our next Customer Bulletin.

www.scottsdaleaz.gov/bldgresources/digital/



Proposed Fee Increases in 06/07 Budget

www.scottsdaleaz.gov/bldgresources/fees/

The budget proposal for the next fiscal year (beginning July 1) includes a request for a **2% increase in development fees**.

Unlike last year, the fees would round-up (typically to the nearest dollar) to make fees easier to calculate.

Example - application fee for a single-family rezoning of 40 acres:

	Current	Proposed
Base Fee	\$987.77	\$1008
Per Acre	\$58.71	\$60
Total (40 Acres)	\$3336.17	\$3408

Also proposed is a Restructuring of Water & Sewer Fees.

Water Resources is proposing fee increase percentages split by geographic region to reflect a more accurate measure of infrastructure costs that can vary dramatically from one area to the next.

Over-the-Counter Reviews To Include Minor Tenant Improvements (TIs)

In response to customer needs, the city is currently training Over-the-Counter staff on reviewing Minor TIs.

To qualify, projects must be occupancy type Group B (business) or M (mercantile) and be one story, with 1500 sq. ft. or less. Projects must have no structural changes, no exterior work and no change in use.

We anticipate this service to begin in July, so look for more information in our next Customer Bulletin.

Online Resources Save You Time

My Neighborhood

www.scottsdaleaz.gov/projects/myneighborhood/

Get a snapshot view of most activity that typically occurs in a neighborhood, providing real-time information about construction activity, development requests, building permits, code enforcement notices and crime activity for the last six months.

Self Service Center

www.scottsdaleaz.gov/bldgresources/selfservice.asp

Ever wondered if you REALLY needed to come see us to get what you need? Our online Self Service Center shows you what information and services you can obtain without a visit to our offices. From online permit applications, maps, forms, and publications, to requests for information and ways to stay informed.

Zoning Research Page

www.scottsdaleaz.gov/codes/zoning/research.asp

The city does not issue zoning verification letters, but we do provide many types of information that you can gather from our web site. View online zoning maps, case/permit history, code violations, and use restrictions/development standards. For information not available online, contact information is provided.

Condo Conversion Process

www.scottsdaleaz.gov/bldgresources/DevProcess/condoconversion.asp

Looking for an easy way to understand the city's role in reviewing condo conversions? We've now added a process flowchart that walks you through our review process, plus we have links to the Arizona Department of Real Estate, the governing body that regulated condo conversions.

Fee Estimating Tools

www.scottsdaleaz.gov/bldgresources/Fees/estimates.asp

The city has created a few new tools to help you estimate certain development fees. Use the online fee calculator for a quick estimate by permit type. For larger projects (commercial / multi-family) you can download an excel spreadsheet that will assist you in analyzing the different ways you can submit your project and how that can impact the fees.

Home Improvement Center

www.scottsdaleaz.gov/bldgresources/myhome/

Find out what you need to know before you begin your project and what resources are available to assist you.

Case Fact Sheets

www.scottsdaleaz.gov/projects/

View case information for projects in the public hearing process; also available is a listing of recently submitted cases and a search tool for researching older cases.

Development Update Newsletter

www.scottsdaleaz.gov/listserve/

Once a week, the electronic "Development Update" bulletin shares information about key projects, new submittals, and services designed for planning and development customers.

Major General Plan Amendments

www.scottsdaleaz.gov/generalplan/amendments.asp

Per Growing Smarter legislation, major General Plan changes can only be heard once a year. This year pre-applications were required in March, with formal submittal due by May 1.

Additional key dates, including tentative hearing dates, are provided online.

Several Zoning Ordinance Text Amendments Currently Being Considered

www.scottsdaleaz.gov/codes/zoning/updates.asp

ESL WALL SETBACK EXEMPTION PROCESS CONTINUED TO APRIL 19

The Planning Commission is slated to review a proposed text amendment at their April 19 meeting, which begins at 5 p.m. in the City Hall Kiva. The purpose of this text amendment is to amend the exemption process related to the 15' foot setback for walls on individual residential lots. Questions? Contact Randy Grant at 480-312-7995 or email rgrant@scottsdaleaz.gov.

REVISIONS TO R1-7 STANDARDS PROPOSED

Staff is moving forward with draft text to provide additional flexibility in the R1-7 residential district which applies to approximately 14,000 homes south of Indian Bend Road.

Community Open houses for information sharing and input will be held in April/May with public hearings anticipated for May/June.

Modifications to the R1-7 residential district are proposed to respond to the challenges and demand for doing home improvements in this district. Currently, options for additions/renovations are constrained by setback requirements and provisions that preclude changes to legal non-conforming properties. These proposed changes have been identified as a City Council priority and a critical component of the city's revitalization efforts.

For more information, contact Kira Wauwie at 480-312-7061 or email kwauwie@scottsdaleaz.gov.

AMENDING PRIVATE / CHARTER SCHOOL SPACING

The purpose of this text amendment is to create a minimum spacing distance between private and charter schools on large-lot residential properties. Recommended for approval by the Planning Commission on March 8, this text amendment is tentatively scheduled to be heard by the City Council on May 2.

DOWNTOWN PARKING ORDINANCE APPROVED FEBRUARY 7

The City Council approved the following downtown zoning ordinance changes at their Feb. 7 meeting:

- Increase in residential parking requirements from one space to two spaces per unit, excepting one-bedroom and studio units which would remain at one space per unit.
- Re-affirmation the cost of in-lieu parking at \$10,400 based on a 50/50 cost sharing model with private sector investment; and
- Instituting a sliding scale allowing smaller properties use of in-lieu parking to meet requirements and a prohibition of the use of the program for larger developments.

For more information, contact Madeline Clemenn at 480-312-2732 or email mclemann@scottsdaleaz.gov.

OTHER TEXT AMENDMENTS UNDER CONSIDERATION

- Temporary Signage
- Accessory Uses

Did you Know..?

DRB Application Checklist New Look, New Requirements

New application checklists are making their way into use. Be sure to use the latest version -- some requirements and quantities have changed.

Not sure if you have the latest version? Check the online forms catalog for the most current date of any form before you submit. Find it online at www.scottsdaleaz.gov/bldgresources/forms/.

Elevations Certificates

Need a copy of your elevation certificate for your flood insurance (FEMA) records? Download them at www.scottsdaleaz.gov/bldgresources/records/ or call the Records Division at 480-312-2356.

Building Plans

The city may or may not have a copy of the plans for your home. In most cases, copyright laws apply to building plans, so the city purges them from record 90 days after the Certificate of Occupancy is issued.

What we may have:

- Standard Plans
- Site / Plot Plans

Contact Records at 480-312-2356.

Coming Soon:

The city is looking into ways to make available online project-specific plan review resubmittal checklists. Look for this new service within the next few months.

Want more information? Contact Michelle Dalton at 480-312-2635 or e-mail mdalton@scottsdaleaz.gov.

Updating Single-Family Submittal Checklist Effective May 1, 2006

Changes include:

- 1) Requesting electrical floor plans with planning submittal set (for review of exterior lights)
- 2) Clarification on the cuts and fills process to encourage submittal for approval prior to filing construction plans
- 3) Clarification on when revegetation plans are needed

Current Planning Division Restructuring

Following the approach taken by departments city-wide, the Current Planning staff is now structured to take case assignments by geographic region. The benefits include staff gaining more familiarity with area projects, property and neighbors and more effective team building.

The three geographic regions, generally organized by region (south, central, and north) are each spearheaded by a

Principal Planner.

Transitioning to this approach allowed for a revision in pre-application processes, tracking systems and improvements to efficiency and accountability. That new process is outlined in the box at the right.

For more information, contact Lusia Galav at 480-312-2506 or e-mail lgalav@scottsdaleaz.gov.

New Pre-Application Process

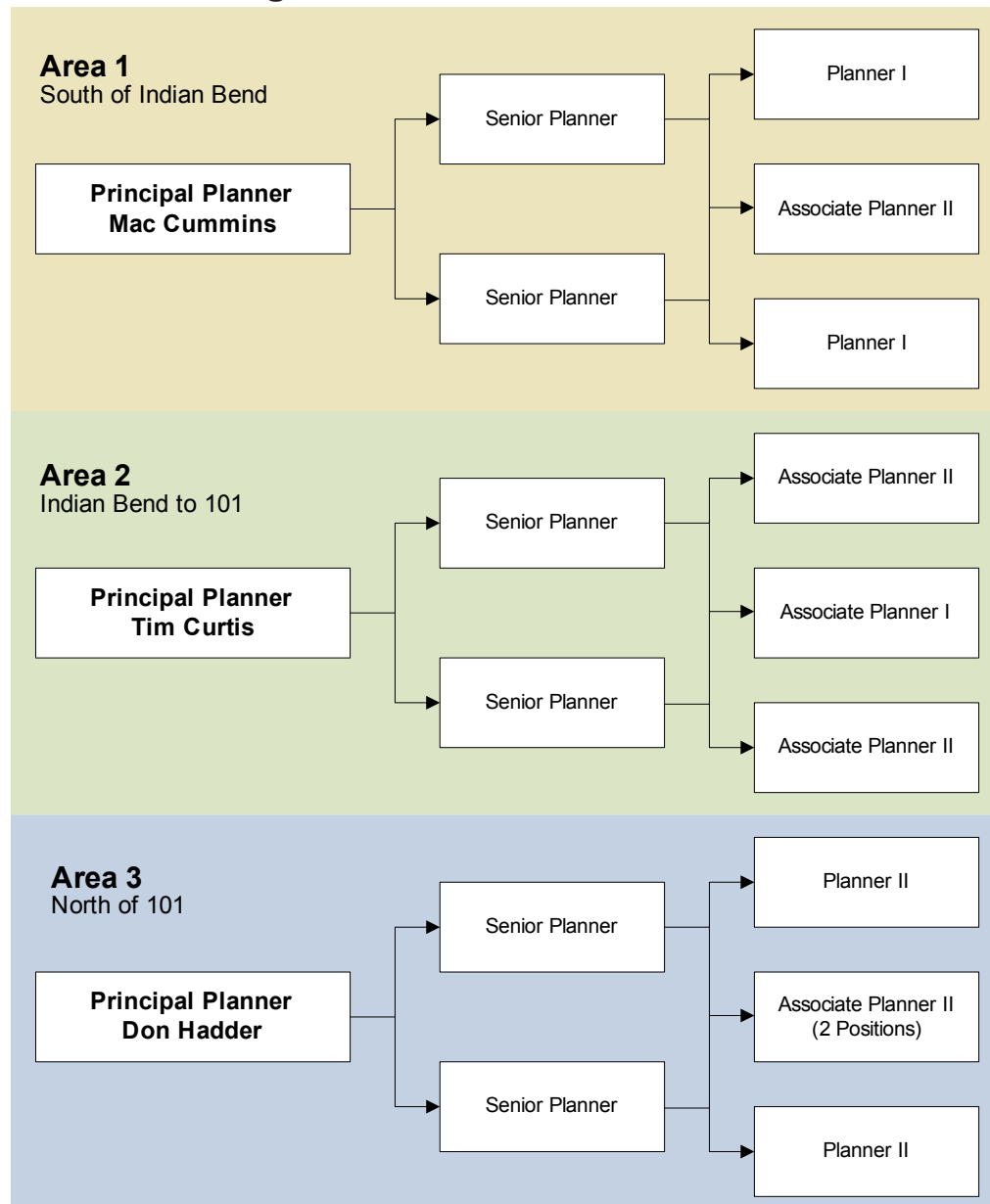
www.scottsdaleaz.gov/bldgresources/DevProcess/pre-app.asp

To improve customer service, the initial pre-app meeting will be scheduled within one week of receipt of pre-application. Following that meeting, the pre-application will be processed in one of three ways:

- Staff approval issued, or
- An additional meeting scheduled to conduct further review, or
- Complete pre-application review conducted.

Current Planning Director: Lusia Galav

Organization Chart - Effective January 2006



Mac Cummins –

Mac has his American Planning Association certification and bachelor's and master's degrees from the University of Southern California in the fields of public policy, public administration and urban planning. Mac previously worked for the Southern California Association of Governments and Seal Beach, CA., but joined the city in late 2004.

Tim Curtis -

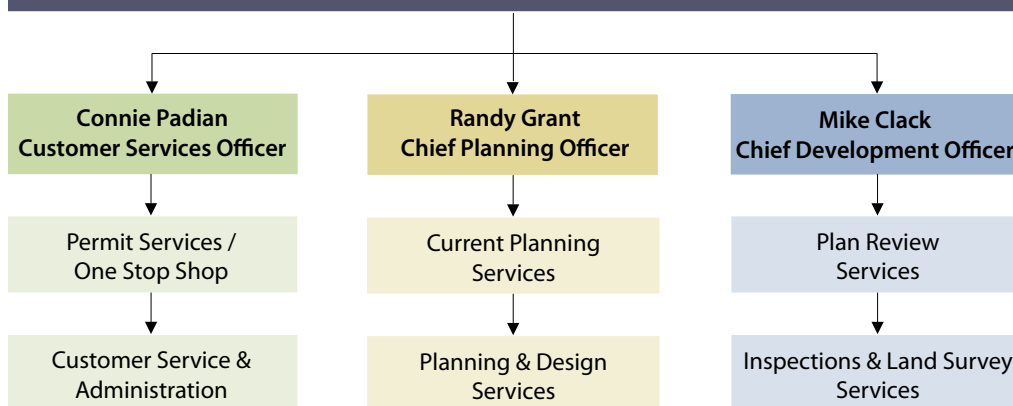
Tim grew up in Sonoma, CA, and graduated with a bachelor of arts in City and Regional Planning from Cal Poly San Luis Obispo and is AICP certified. He has worked as a City Planner for 13 years.

Don Hadder, Sr. -

Don's commitment, effectiveness & leadership in planning can be seen in his 30 year professional dedication to the city of Scottsdale. Don has bachelor and master degrees in geography from ASU.

Planning & Development Services Department

Frank Gray, General Manager



LONG-RANGE PLANNING DIRECTOR JOINS CITY'S PLANNING SERVICES TEAM.

Joining us on March 13, John Lusardi is serving as director for the city's long-range planning staff. John, who has extensive experience in implementing revitalization initiatives and administering zoning ordinances, was most recently employed by the city of Palo Alto. John's office is located in the Community Design Studio at 7506 E. Indian School Rd. He can be reached at 480-312-7501 or by e-mail at jlusardi@scottsdaleaz.gov.

Introducing Customer Service & Administration Chief



Connie Padian oversees the One Stop Shop / Permit Services counter, Records counter, Technology, Budget and Customer Service functions within the Planning & Development Services Department.

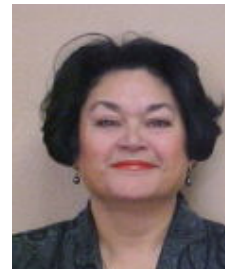
Connie received her Bachelor of Architecture degree from Arizona State University. After graduation Connie worked in the private sector for five years -- in Wyoming and Phoenix. Connie's tenure with the city of Scottsdale began in 1985 as an Associate Planner.

Connie can be reached at 480-312-2664 or by e-mail at cpadian@scottsdaleaz.gov.

Shortly after she began working for the city, she received her State Architecture License and became a registered architect in Arizona. In 1995, she received a Masters in Public Administration from ASU. Connie also served as a Project Coordination Manager for seven years and in the Redevelopment and Urban Design Studio for six years.

Prior to being named Customer Service and Administration Chief, Connie served as the administrator of the Inspection and Land Survey divisions.

Connie can be reached at 480-312-2664 or by e-mail at cpadian@scottsdaleaz.gov.



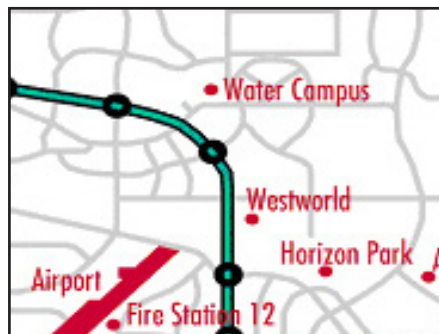
ONE STOP SHOP WELCOMES NEW MANAGER.

On March 13, Mary Helen Giustizia assumed the reins as Scottsdale's One Stop Shop Manager, overseeing the staff and services associated with permit processing. Prior to joining the city of Scottsdale, Mary Helen worked for the city of Phoenix and was responsible for overseeing the day-to-day activities of professional, technical and clerical personnel in the development process. Mary Helen can be reached at 480-312-7613 or by e-mail at mgiustizia@scottsdaleaz.gov.

PIMA NORTH Neighborhood Resources Center Opens at Water Campus Location

The Center offers services ranging from utility bill payment to passport processing and serves, two days a week, as a convenient location for north area residents to meet with staff on issues related to planning and development and code enforcement.

Location: 8787 E. Hualapai Drive
Hours: 8:30 a.m. to 4:30 p.m.
Phone: (480) 312-6280.



NEW CONTACT FOR SIGN PERMITS IS A FAMILIAR FACE.

On March 6, Rob Henderson, formerly with Code Enforcement, joined the Planning Department with the front counter planning staff. Rob will be the person primarily responsible for reviewing sign applications, but will also be assisting One Stop Shop customers with planning questions. Rob can be reached at 480-312-7828 or by e-mail at rhenderson@scottsdaleaz.gov.

The Digital Map Center provides on-line access to Scottsdale GIS (Geographic Information System) maps and databases.

<http://eservices.scottsdaleaz.gov/dmc/>

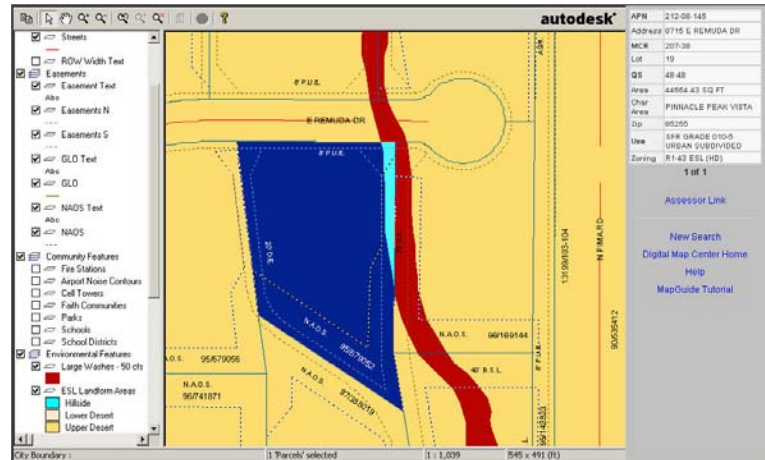
Interactive Maps allow users access to various land, environmental and community features.

- ☒ City Boundary
- ☐ Parcels
- ☐ Lot Numbers
- ☒ Streets
 - ☒ Streets
- ☐ ROW Width Text
- ☐ Easements
 - ☒ Easement Text
 - ☒ Easements N
 - ☒ Easements S
 - ☒ GLO Text
 - ☒ GLO
 - ☒ NADS Text
 - ☒ NADS
- ☒ Community Features
 - ☐ Fire Stations
 - ☐ Airport Noise Contours
 - ☐ Cell Towers
 - ☐ Faith Communities
 - ☐ Parks
 - ☐ Schools
 - ☐ School Districts
- ☒ Environmental Features
 - ☐ Large Washes - 50 cfs
 - ☐ ESL Landform Areas
 - ☐ FEMA Flood Zones
 - ☐ Fissure
 - ☐ McDowell Sonoran Preserve
- ☒ Fee Reduction Areas
 - ☐ Downtown
 - ☐ Southern Commercial
 - ☐ Southern Residential
 - ☐ Specialty Retail
- ☒ Miscellaneous
 - ☐ Quarter Sections
 - ☐ Subdivision Boundaries
 - ☐ As-Built
 - ☐ Character Areas
 - ☐ Zoning
 - ☐ Zip Code
- ☒ Aerial Photos
 - ☐ 2003 (Flown Nov. 2003)
 - ☐ 2002 (Flown Dec. 2001 - Jan)

The map layers, shown at left, are easily turned on or off depending upon the information that users are looking for. Just click on the box next to the feature that you want to see and the map will refresh to show that data.

The listing of map layers has been recently reorganized to group like features, making it easier for users to find the information that they need. For instance, find all community features in one category and all environmental features in another. Soon you will see new layers added as well.

Hint: Some layers are composed of "shapes" that may hide information in layers below it on the list. If you are looking for something but don't see it, it may be hidden; try turning off the features above it on the list.



Use these maps to look up information about your property - easements, environmental features, zoning, etc.

Tips for Use:

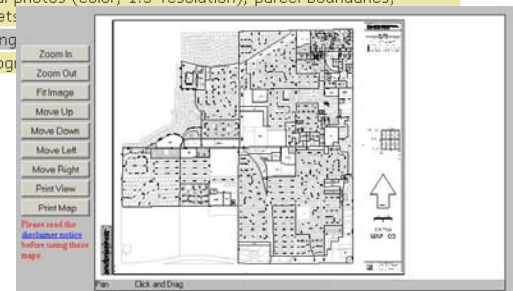
The Digital Map Center requires the use of Microsoft Internet Explorer with pop-up blockers disabled.

The AutoDesk MapGuide Viewer is required to operate this application. The viewer will be downloaded to your computer the first time you access the Digital Map Center or when a newer version of the viewer is needed. This download will not be necessary for subsequent visits to this Website, and applies to all city of Scottsdale online maps (other than those provided in PDF format).

Access to the Digital Print Room requires registration to create a login and password. This allows you to any number of any type of preformatted map that you may need.

Land Only (B & W)	Base maps (parcels, addresses, easements, streets, etc.).
Water & Land (B & W)	Base maps + water facilities (valves, meters, mains, etc.).
Sewer & Land (B & W)	Base maps + sewer facilities (manholes, mains, etc.).
Water, Sewer & Land (Color)	Base maps + water facilities + sewer facilities.
Color Aerial Photos	Aerial photos (color, 1.5' resolution), parcel boundaries, streets.
Zoning (B & W)	Zoning
Topography (B & W)	Topography

The Digital Print Room provides pre-formatted, printable maps. Print large areas by Quarter Section.



What's Happening In My Neighborhood?

Looking for a quick and easy way to keep tabs on your neighborhood? The city of Scottsdale has developed a Website that can help you track development, code violations and crimes for the past six months.

You'll find it all online at:

www.scottsdaleaz.gov/projects/MyNeighborhood/

Step 1. Search for location by intersection

* = At least one cross street is required

Cross Street *	Cross Street
<input type="text"/>	<input type="text"/>
Tip: Partial street names will work (i.e. McDow or McDowell)	
Show Me: <input checked="" type="radio"/> All items below	
Or choose the data you want to see	
<input type="checkbox"/> Permits	<input type="checkbox"/> Code Enforcement Violations
<input type="checkbox"/> Plans	<input type="checkbox"/> Capital Improvement Projects
<input type="checkbox"/> Crimes	<input type="checkbox"/> Construction in the Roadway
<input type="checkbox"/> Public Hearings	
<input type="button" value="Search"/>	

Step 2. Confirm Intersections. If more than one result appears, select the intersection you want by clicking on the link (the blue text)

Select an intersection from the list. (1 - 3 of 3 Intersections)

Intersection
E 3RD AV / N SCOTTSDALE RD
E 3RD AV / N SCOTTSDALE RD
N 73RD ST / N SCOTTSDALE HEALTHCARE DR

Step 3. View Search Results as a List
(see example at right)

Step 3a. View Map of Search Results (Optional)

Step 4. Click to view more information on each project or incident . Information available varies by project type.

View Search Results as a list or as a map - you choose what works best for you!

Search Results - (Information listed is from the last six months)

Location [E FRANK LLOYD WRIGHT BL / N GREENWAY-HAYDEN LOOP](#) [Change Location](#)

Distance **1000 ft** Change To [2000 ft](#) [3000 ft](#)

[Show Map With All Items Listed](#)

Building Permits (Active Only)

[Show Map of Building Permits](#)

Permit Number	Issue Date	Permit Type	Address
115906	09/14/2005	TENANT IMPROVEMENT	7845 E PARADISE LN
115706	09/08/2005	MINIMUM COMBINATION	7995 E PARADISE LN

Plan Reviews

[Show Map of Plan Reviews](#)

Plan Check Number	Submittal Date	Project Name	Address
6589-05	10/26/2005	ALLIED WASTE INDUSTRIES SUITE #400	15890 N GREENWAY-HAYDEN LOOP STE 400
6015-05	10/04/2005	UNIVERSAL LASER SYSTEMS	7845 E PARADISE LN
5987-05	10/04/2005	COX COMMUNICATIONS	E PARADISE LNN 79TH ST ()
5986-05	10/04/2005	COX COMMUNICATIONS	E PARADISE LNN 81ST ST ()
5832-05	09/27/2005	COX COMMUNICATIONS	E PARADISE LNN 80TH ST ()
3375-05-2	08/23/2005	UNIVERSAL LASER SYSTEMS	7845 E PARADISE LN
3375-05-1	08/15/2005	UNIVERSAL LASER SYSTEMS	7845 E PARADISE LN
4811-05	08/11/2005	HACIENDA DE MEXICO	7995 E PARADISE LN
4418-05	07/25/2005	HACIENDA DE MEXICO	7995 E PARADISE LN

Encroachment (Right-of-Way) Permits

[Show Map of Enc Permits](#)

Permit Number	Issue Date	Project Name	Location
C29424	10/10/2005	COX COMMUNICATIONS	E PARADISE LNN 79TH ST ()
C29423	10/10/2005	COX COMMUNICATIONS	E PARADISE LNN 81ST ST ()
C29370	09/29/2005	COX COMMUNICATIONS	E PARADISE LNN 80TH ST ()

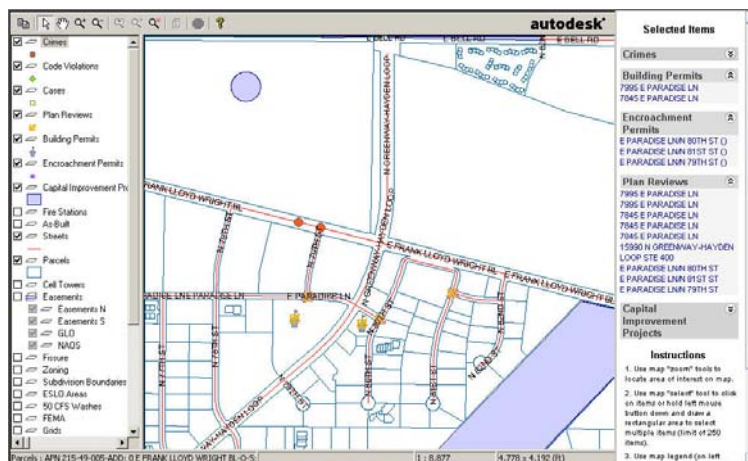
Crimes

[Show Map of Crimes](#)

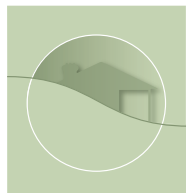
Date Range	Crime	Block
09/01/2005 - 09/01/2005	AUTOTHEFT	7900E FRANK LLOYD WRIGHT BL
08/17/2005 - 09/20/2005	AUTOTHEFT	7800E FRANK LLOYD WRIGHT BL
07/29/2005 - 08/10/2005	AUTOTHEFT	7800E FRANK LLOYD WRIGHT BL

Need a visual?

Use the map to find a project when you don't know the address.



City receives Governor's Award for Energy Efficiency Scottsdale's Landmark Green Building Program Recognized



Scottsdale's Green Building Program received the Award of Excellence for large cities, Tuesday March 21, during the annual

Governor's Awards for Energy Efficiency. The award recognizes Scottsdale's landmark effort to conserve energy and pioneer renewable resources through construction.

Scottsdale became the first city in the state to launch a green building program in 1998 and continues to be a leader in the field. The program seeks to reduce the environmental impact of building while achieving both short- and long-term savings of energy, water and other natural resources.

Last year, Scottsdale became the first city in the nation to adopt the national LEED (Leadership in Energy and Environmental Design) Gold Standard for all new city buildings.

The city is spending \$500,000 in three planned buildings - a senior center, fire station and police support building - to bring them into conformance with LEED Gold standards.

"Our community's emphasis on Green Building is a sound investment not

only in dollars, but quality of life for our citizens," said Mayor Mary Manross.

"We're thrilled to receive the Governor's Award for Energy Efficiency. It's an honor to be recognized for being a good environmental steward."

The governor's Awards for Energy Efficiency recognize energy conservation and renewable energy work of educational institutions, local governments, state agencies and businesses.

More information on the city's Green Building Program is available at: www.scottsdaleaz.gov/greenbuilding/.

One out of Three Scottsdale Homes are Going Green

Scottsdale's Green Building Program reached another major milestone with the issuance of 463 green building permits in 2005. In 2005, 33% of all single-family residential building permits adhered to the city's green building program standards. A year-end comparison to 2004 activity reflects a 21% increase in green building permits and a 189% increase in green housing starts. Since 1998, the city has issued 932 green building permits.

2006 GREEN BUILDING EXPO:

Mark your calendars now!
Oct. 6 & 7, Scottsdale Center for the Performing Arts

As part of our **SIMPLY BETTER SERVICE** campaign, we are seeking ways to provide timely information on planning & development-related services. This bulletin includes a quick listing of programs/services which may assist you in submitting/processing plans with the city of Scottsdale.

Please take a minute to let us know how can we better serve your needs and what type of information would be useful to you. Send an e-mail to planninginfo@scottsdaleaz.gov.

Thank you for your time and input.

Department Contacts

Current Planning Services

480-312-7000

Planning & Design Services

480-312-7990

Plan Review

480-312-7080

Inspections & Land Survey

480-312-5750

Permit Services/One Stop Shop

480-312-2500

Records

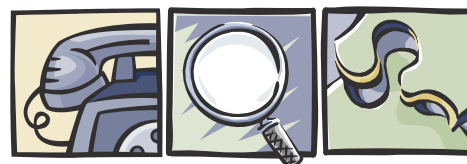
480-312-2356

New Forms

www.scottsdaleaz.gov/bldgresources/forms/

- To simplify the process to obtain pool permits, the city has created a new Swimming Pool Application Form.
- Application form now required for At-Risk Permits. Includes Preliminary Grading, Sewer, Water, and Drainage Features.
- Found a typo in the address? changed a contractor or designer? property changed hands? Use the new "Request to Change Records" form. The form details who is authorized to make each type of change.

PLANNING & DEVELOPMENT SERVICES DEPARTMENT



Customer Relations Office

7447 E Indian School Road, Suite 100A
Phone: 480-312-7800 Fax: 480-312-7088
E-mail: planninginfo@scottsdaleaz.gov